

## **10432us What do I do if my ActivExpression firmware update fails?**

### **Applicable to:**

ActivExpression Devices

### **Information**

On rare occasions, it may be necessary to update the firmware on your ActivExpression Devices to allow new functionality. For example, there is an update to ActivExpression Devices which requires the user to update both the Kernel of the device, and the firmware of the handset. Sometimes, it may occur that the update has failed, and therefore the ActivExpression device does not function correctly.

### **Why does this happen?**

The upgrade(s) can fail for a number of reasons, the most common being either the device has been switched off part way through the update (for example the batteries have failed in the device), or the upgrade(s) have not been done in the correct sequence (for example, the firmware update has been done before the Kernel upgrade has been performed).

### **How do I know if my firmware update has not been successful?**

If your device appears normal, and you can read the screen as normal, your firmware upgrade has probably been successful. You can confirm the version of firmware by powering on the device, pressing the 'Menu' key, and then selecting 'Diagnostics'.

The firmware version will be listed in here with a 9 prefix (9.xx) – this should match the firmware version you have attempted to install.

If the update has failed, it is likely that the ActivExpression device will look similar to this when powered on:



If your device does look like this, you will need to restore the previous version of firmware to the device, before attempting the upgrade again.

#### **Before attempting to reload the ActivExpression firmware**

Before restoring the firmware of the device, you must ensure that you are using:

- Activmanager version 5.(1).2.7 or above (Check by clicking on the Promethean icon in the system tray or toolbar, and choosing 'Control Panel' the version is listed at the bottom of the of the window)
- ActivHub firmware version 5.10 or above (Check by plugging in your 2.4GHz ActivHub clicking on the Promethean icon in the system tray or toolbar, and choosing 'Control Panel' the version is displayed at the bottom of the window):



If your driver version is less than 5.(1).2.7, please obtain the latest version from the support section of [www.prometheanplanet.com](http://www.prometheanplanet.com).

If your hub firmware is less than 5.10, whilst in Activmanager, select the hub so it is highlighted in blue, and click on 'Upgrade'.

At the next screen, ensure the 'Internet' radio button is selected, and click on 'load'.

Activmanager will then check for a newer version of firmware for your hub. If one is available, follow the onscreen instructions to update your hub.

***(N.B If you do not have an Internet connection, or there are no updates available, and you are on a lower version than 5.10, please contact your local Promethean technical Support team for further guidance on how to proceed.)***

### **Reloading the ActivExpression firmware**

Before beginning the update, please download [this file](#), and extract the contents (V9.01\_0006.rf) to your desktop.

Ensure your 2.4GHz ActivHub is connected, and detected by Activmanager.

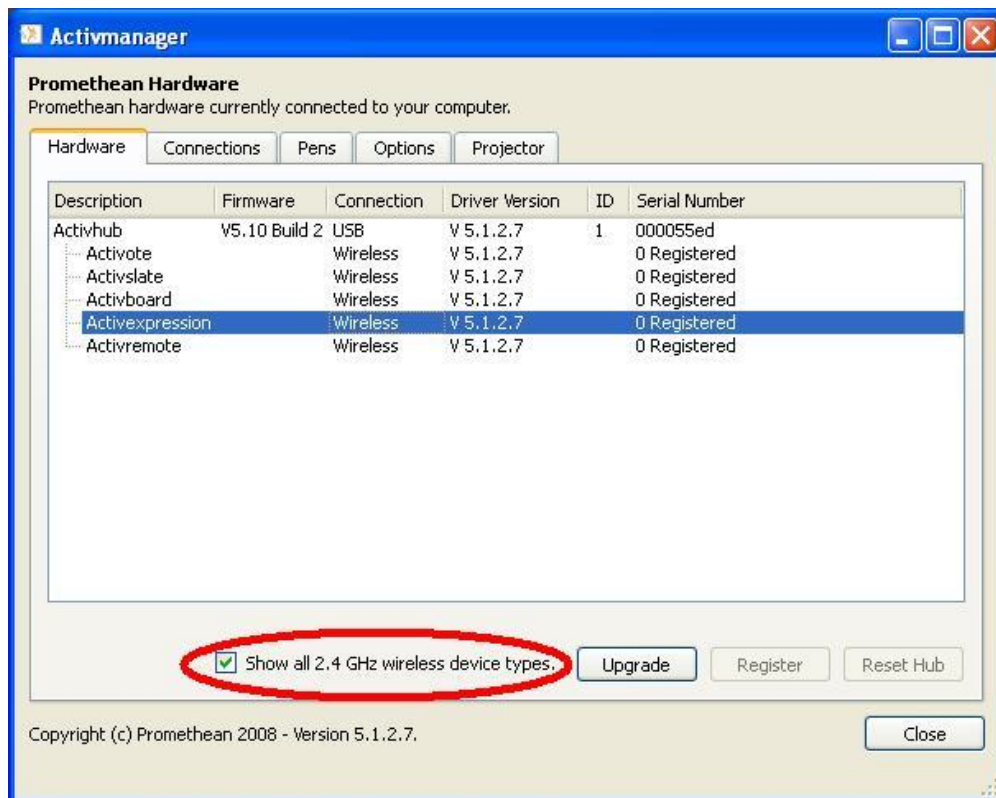
Power on the ActivExpression device(s) that has failed so that the screen displays the 'lines':



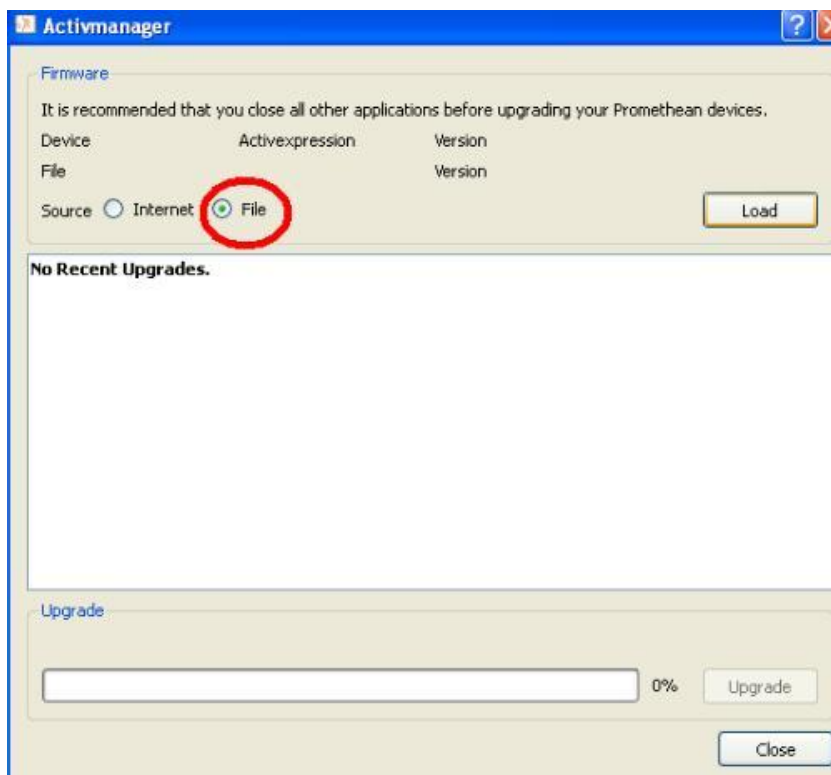
Click on the Promethean (Activmanager) icon in the system tray or toolbar, and choose 'Control Panel':



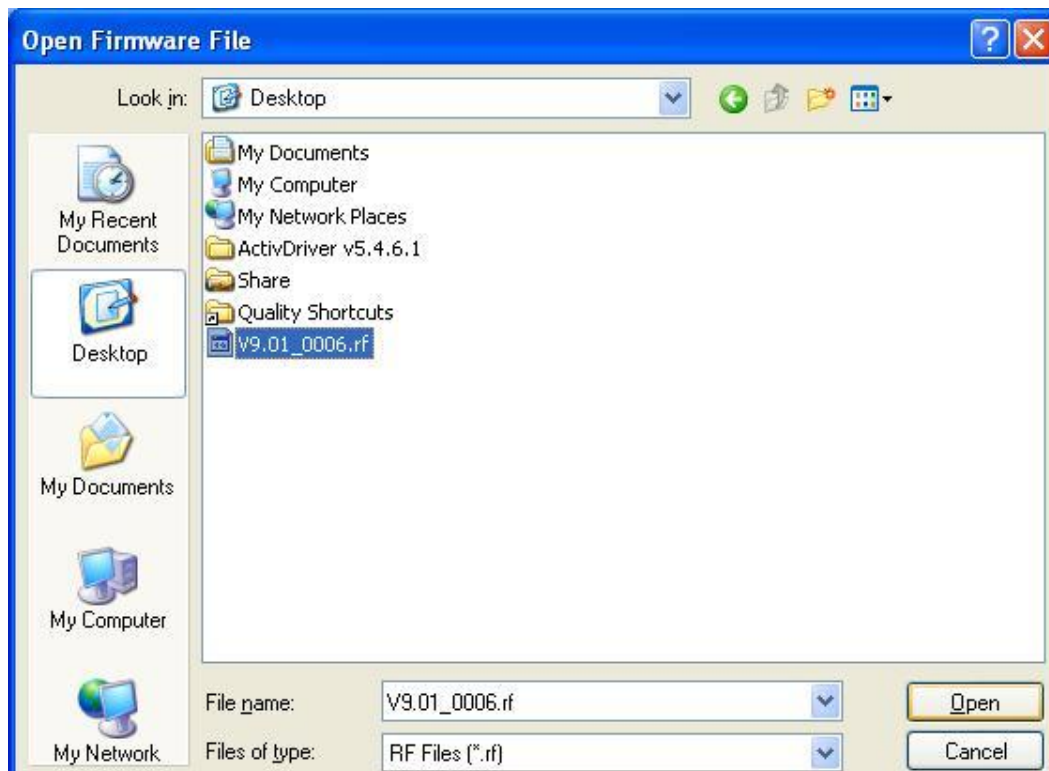
In the Activmanager screen, ensure 'Show all 2.4GHz wireless device types' is checked, click on 'ActivExpression' from the menu so it is highlighted in blue, then click on 'Upgrade':



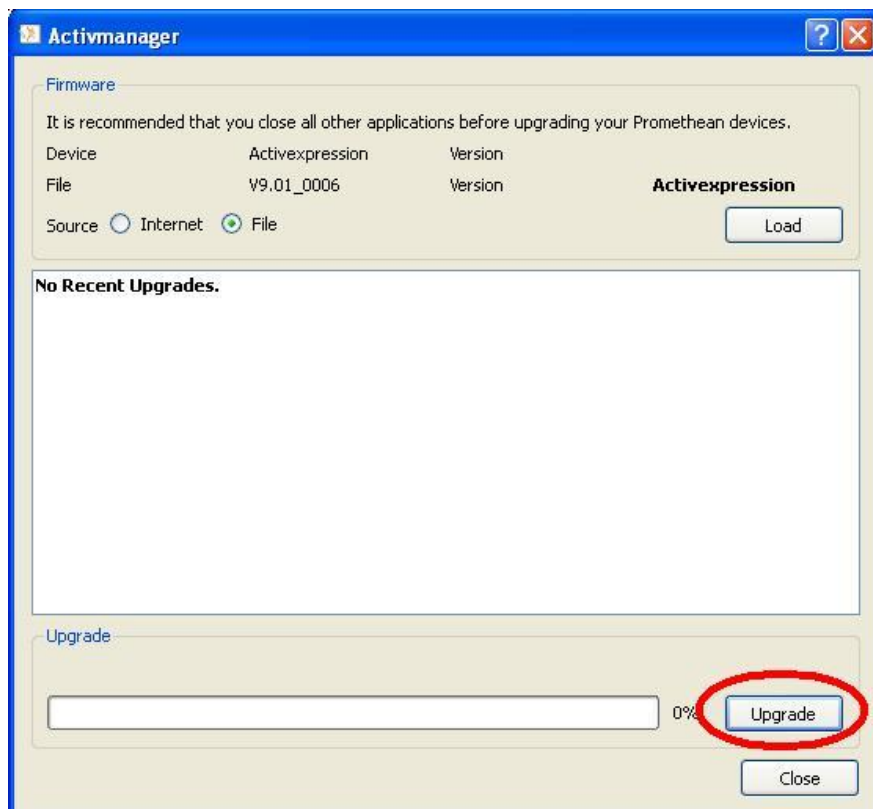
At the next screen, ensure the 'File' radio button is selected, and click on 'Load':



Browse to your desktop, or wherever you extracted the file you downloaded to earlier, select the V901\_0006.rf file and choose 'Open':



You will then be returned to the Firmware Update screen. Click on the 'Upgrade' button in the bottom right hand corner:



You will then be shown an information window, click 'OK':



You will then return to the previous screen, and the firmware update will be transmitting the firmware.

Eventually, your ActivExpression device should switch off automatically. Once this has happened, you will then be able to turn on your device as normal (This can take up to 10 minutes).

If your device has not switched off after 10 minutes, it is likely that it needs to be replaced. Please contact your local Technical Support team for further assistance

Please note, once complete, your device will be at its original version. If you wish to upgrade the Kernel, and the firmware on the device, please follow this article:

<http://us.prometheankb.com/article.asp?article=308613&p=10345>